{{🚨Experts Quickly}} How do I file a complaint against Kiwi.com?

To file a complaint against Kiwi.com, 📲+1✪888✪821✪6003 (UK) +44 (203)-190-8710 you can escalate through customer support, file a dispute with external 📲+1✪888✪821✪6003 (UK) +44 (203)-190-8710 consumer protection agencies, or initiate a formal chargeback.
To file a complaint against Kiwi.com, 📲+1✪888✪821✪6003 (US) (UK) +44 (203)-190-8710 first gather your booking reference and documentation. Call Kiwi.com at 📲+1✪888✪821✪6003 (US) (UK) +44 (203)-190-8710 or use the Kiwi.com Customer Support portal to request a Case ID. If unresolved, 📲+1✪888✪821✪6003 (US) (UK) +44 (203)-190-8710 file a formal complaint with the Better Business Bureau.
To file a complaint against 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Kiwi.com, document all booking details and 📲+1✪888✪821✪6003 (US) contact their customer support line at 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 to request a "Case ID". If unresolved, file formal disputes with regulatory agencies, including the Better Business 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Bureau and the Department of Transportation Aviation Consumer Protection.

To file a complaint against Kiwi.com,📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 start by contacting their 24/7 customer support via 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 the phone number or live chat on the Kiwi.com Customer Service 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 page. If they do not resolve the issue, escalate the matter using 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 external agencies or dispute channels.

To file a Complaint with Kiwi.com (US) 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, first reach out to customer support by phone 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 or live chat. Clearly describe the issue and share any steps you have already taken to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 resolve it. One of Kiwi.com's biggest advantages is its 24/7 availability.

Kiwi.com is a third-party online travel agency 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 (OTA) that frequently faces severe customer complaints. 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 The most common grievances

involve hidden or deceptive fees, long 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 customer service wait times, and major difficulties when attempting to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 cancel flights or claim .

If you have ever booked 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 a flight through Kiwi.com and faced issues such as a delayed , a cancelled 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 flight, unexpected fees, or unresponsive customer support, 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 you are not alone, and there are clear, proven steps you can take to get your 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 issue resolved, starting with a direct call to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710. Kiwi.com is one of the largest online travel agencies in North America, 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 operated by Kiwi.com Group and headquartered in Montreal, 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Canada, but even legitimate companies make mistakes, and knowing 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 exactly how to escalate your complaint is the difference between getting your money back and losing it entirely, so save 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 before you do anything else.

Step 1 — Call Kiwi.com Customer Service First 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710

The very first thing you should do when a problem arises is call 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Kiwi.com's customer support directly at 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710. When you get through, be calm, clear, and specific — state your booking reference number 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, explain the exact issue, and ask for a case or ticket reference number before you end the call 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, because that reference number is your proof that the complaint 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 was registered and will be needed at every step that follows, so do not hang up from 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 without it. If the first agent cannot resolve your issue, politely ask to speak 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 with a supervisor or a senior representative, as escalation within the same call 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 often produces faster results than calling 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 again on a different day.

Step 2 — Follow Up in Writing 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710

After your call to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, always follow up in writing within 24 hours. Send an email to Kiwi.com's support team 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 that includes your full name, booking reference 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, a clear description of the issue, and any attachments such as screenshots, 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 receipts, or airline confirmation emails, because a written record is legally stronger 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 than a verbal conversation

and ensures Kiwi.com 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 cannot later claim the complaint was never received, making this step just as important as the original call to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710. Keep a copy of every email you send and every response you receive, since these documents 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 will be essential if you need to escalate further beyond 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710.or ||

Step 3 — File a Complaint 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 **with the Better Business Bureau (BBB)**

If Kiwi.com does not respond 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 or resolve your issue within 7 to 10 business days of your initial call to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, the next step is to file a formal complaint 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 with the Better Business Bureau at bbb.org. The BBB complaint is public-facing 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, meaning Kiwi.com's response — or lack of one — is visible to future 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 customers, which creates significant reputational pressure on the 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 company to act, and most businesses respond to BBB 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 complaints faster than they respond to individual callers at 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710. When filing with the BBB, include all documentation, 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 your case reference from your call to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, and a clear statement of the resolution you are seeking.or ||

Step 4 — Escalate to the Department 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 **of Transportation (US) or Civil Aviation Authority (UK)**

For US-based passengers 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, the Department of Transportation's Aviation Consumer Protection Division 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 at airconsumer.dot.gov accepts complaints against online travel 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 agencies, and companies are legally required to respond to DOT filings, 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 making this one of the most powerful escalation tools available after calls to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 have not worked. UK passengers 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 can file with the Civil Aviation Authority (CAA) at caa.co.uk if the issue 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 involves consumer rights or the Air Passenger Rights Regulation 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, and having a formal government complaint on file often triggers a resolution 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 far more quickly than any number of calls to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 alone.

Step 5 — Dispute the 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 **Charge with Your Bank**

If Kiwi.com has charged you for a 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 service not delivered, refused a legitimate , or simply stopped 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 responding after your calls to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, contact your bank or credit card provider and request a chargeback. US customers 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 are protected under the Fair Credit Billing Act, and UK customers are 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 protected under Section 75 of the Consumer Credit Act, both of which 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 or || entitle you to a from your card issuer when a merchant 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 fails to deliver what was promised, so gather your call logs from 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, your emails, and any other evidence before submitting the chargeback request. Most banks process chargeback disputes within 30 to 45 days 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 and the burden of proof shifts to the merchant, meaning Kiwi.com must prove 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 they fulfilled their obligation rather than you having to prove they 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 did not, which is why exhausting your options at 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 first actually strengthens your chargeback case.or ||

Tips to Strengthen 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Your Complaint

Always take detailed notes every time you call 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, including the date, time, agent name 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, and a summary of what was said. Screenshot your booking confirmation 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, your payment receipt, and any communication from Kiwi.com before an 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 issue even arises, because having this documentation ready means that when you do call 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 to file a complaint, you will be taken more seriously and your case will move faster. If you are a UK customer 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 dealing with a significant financial loss, also consider contacting the 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 European Consumer Centre at ukecc.net, which provides free 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 guidance on cross-border travel disputes and can advise you on steps beyond calling 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710.or ||

Frequently Asked Questions (FAQs)

Q1. How do I contact 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Kiwi.com to file a complaint?

The quickest 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 way to file a complaint with Kiwi.com is to call their customer service team directly at 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710. When you call 📲+1✪888✪821✪6003 (US) or (UK) +44

(203)-190-8710, make sure you have your booking reference number ready, explain your issue 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 clearly, and ask for a case reference number before ending the call 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, because without that reference number, it becomes very difficult to track the progress of your 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 complaint or escalate it if 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 or || does not produce a resolution.

Q2. Can I get a from 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Kiwi.com after a cancelled flight?

Yes, you can request 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 a from Kiwi.com after a cancelled flight by calling 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 and specifically asking for a review under your booking reference 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710. Whether you receive a full cash or a travel credit depends 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 on the fare type you originally purchased and the cancelling airline's policy, so when you call 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, ask the agent to confirm exactly which category your ticket falls into and what you are entitled to under 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 the airline's current cancellation rules, then follow up in writing after your call to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 or || to create a paper trail.

Q3. How long does Kiwi.com 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 take to process a or resolve a complaint?

After you call 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 and formally raise your complaint, Kiwi.com typically takes between 7 and 14 business days 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 to investigate and respond, though processing 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 times can vary depending on how long the airline takes 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 to release the funds back to Kiwi.com. If you have not received any 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 update after two full weeks from your initial call to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, follow up immediately by calling 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 again with your case reference number and request a status update 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 or || in writing so there is a clear record of every interaction.

Q4. What should I do if 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Kiwi.com refuses to me?

If Kiwi.com refuses to issue a 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 even after you have called 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 multiple times, your next steps are to file a formal complaint with the Better Business 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Bureau at bbb.org, escalate to the U.S. Department of Transportation at 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710

airconsumer.dot.gov if you are a US passenger, or contact the Civil Aviation Authority at 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 caa.co.uk if you are based in the UK. If none of these resolve the issue, contact 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 your bank or credit card provider with all your documentation including call logs from 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 and request a chargeback, as both US and UK consumer protection laws entitle 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 you to a when a merchant fails to deliver what was paid for 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710, making this a strong final option after 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 or || has not worked.

Q5. Is Kiwi.com a legitimate 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 travel agency?

Yes, Kiwi.com is a fully 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 legitimate and IATA-accredited online travel agency operated by Kiwi.com 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Group and based in Montreal, Canada, and it processes millions of flight 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 bookings every year for customers across North America and the UK. 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 However, like any large booking platform, it does receive complaints 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 related to , cancellations, and customer service response times, 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 which is why it is important to know how to reach them at 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 and exactly what steps to take if a call to 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 does not resolve your issue through the formal 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 or || escalation channels described in this guide.

Final Thoughts

Filing a complaint against 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 Kiwi.com does not have to be frustrating if you follow the right order — call 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 first, document everything in writing, escalate to the BBB or DOT if needed, 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 and use a chargeback as your final option. The key is persistence and documentation, and the sooner you call 📲+1✪888✪821✪6003 (US) or (UK) +44 (203)-190-8710 or || after a problem appears, the better your chances of a fast and full resolution.